



**Performance Analysts and Consultants MEETING SUMMARY**  
**March 6th, 2008, 1:30 – 4:00 pm**

**Lookout Room – 4<sup>th</sup> Floor, OB2**

**Members in Attendance:**

GMAP – Larisa Benson  
GMAP – Bruce Botka  
DFW – Sue Patnude  
LNI – Kelly Hillman  
PLIA – Cyndy Putscher  
WSP – Jennifer Montague  
WSP – Lila Kirkeby  
HCA – Kelly Foster  
DSHS/JRA – Dan Roberson  
WSD – Chuck McCarthy  
OAH – Brian Watkins  
DSHS – Alice Liou  
DOC – Dave Daniels  
DOC – Darrell Damron  
DOC – Bryan Irwin  
GA – Martin Casey  
DOR – Sandra Kinoshita  
AGR – Bob Bartusch  
AGR – Julie Chess  
DSHS/DVR – Donald Alveshere  
DOL – Janet Zars  
DOH – Susan Ramsey  
DRS – Jilene Siegel  
DRS – Kim Smith  
DRS – Ken Goolsby  
DSHS/FSA – Abi Aina

DSHS/EA – Lee Doran  
DSHS/PPA – Vince Schuler  
DOP – Melanie Reynolds  
GMAP – Kris Rietmann  
OFM – Pam Pannkuk  
GMAP – Robin Campbell  
GMAP – Sara Bahler  
GMAP – Karen Sampson  
DSHS – Amy Astle-Raaen  
DOP – Julia Graham  
MIL – Nancy Bickford  
MIL – Bernadette Ward  
OFM – Samantha Reynolds  
DSHS/MHD – Cheryl Strange  
GA – Vanessa Simpson  
GA – Sarah Mollas  
AGO – Greg Lane  
GMAP – Aaron Eisenbarth  
GMAP – Michael Bezanson  
GMAP – Joseph Archuleta  
DSHS/ESA – Qinghua Liu  
HCA – Shelli Lackey  
HCA – Travis Van Winkle  
DSHS – Mark Crosson  
DIS – John Bartz  
DSHS/MHD – Rita Shaefer

The meeting began at 1:32 PM.

**Welcome**

Barb Burgener welcomed the group with several announcements:

- Washington recently received a grade of “A-” from the Pew Center in their “Grading the States 2008” report. The Governor is particularly proud of all state employees for making this possible. The full report can be found [here](#).
- A Generational White Paper was distributed that highlights the differences between the generations. This is particularly relevant for our diverse state workforce. A copy of the paper can be found [here](#)
- The WSQA Symposium is on May 14. One of the keynote speakers will be a group from Coral Springs, Florida, the first public entity to win the prestigious Malcolm Baldrige Award. A copy of the flyer can be found [here](#).
- It was announced that the Ken Miller training on April 1 and 2 has been filled. Melanie noted that he may be back in the area in August and DOP is looking for opportunities to bring the training back at that time.
- Sandra and Alice presented a report-out from the first Interagency Baldrige Roundtable. The conversation revolved around the “what comes after the feedback report” with regards to the WSQA application process. DRS has turned the criteria into standards and has been inputting data into a database behind the standards (like a data warehouse for WSQA). DOH is exploring a software program called “mind manager”; DOR is using a gap-analysis worksheet; and DSHS/DCS created a feedback summary matrix to analyze the results. This group will meet quarterly after PAC (3:30 – 4:30) and will have only one topic per meeting.

## **DataView**

Robin began the presentation by thanking the Safety GMAP Measure Team for being the first to use DataView in the June 11 GMAP Session.

Larisa continued the discussion by presenting from three different documents:

- DataView FAQ – click [here](#).
- High-Level Overview – click [here](#)
- Implementation Plan – click [here](#).
  - The implementation will take place in waves. Each measure team will take the training just *before* the planning starts on the next forum.

Larisa noted that as measure teams look ahead, we can already see where measures can be improved; the use of the DataView tool will make it even clearer. Furthermore, OFM is retooling how performance measurement influences the budget process. This will help to eliminate redundancy in the performance reporting process.

## **Improving the GMAP Website**

Kris presented from a PowerPoint which can be found [here](#). She then opened up the floor to brainstorming and broke the group up into four teams. The teams brainstormed ways to improve the website and also things that they liked about the site.

## **Agency Self-Assessments**

Barb presented from handouts shown below:

- Self-Assessment Briefing Paper – click [here](#). This sheet shows *how many* agencies have completed the self-assessment or applied for WSQA – not *who*.
- All Agency Summary – click [here](#). (needs replacing)
- 2007 Self-Assessment Form – click [here](#).

She emphasized that WSQA is a *process*. This year's National Malcolm Baldrige Award winner, Coral Springs, Florida, took 12 years!

- Phase 1 – Self-assessment
- Phase 2 – Lite-assessment
- Phase 3 – Full assessment

A lunch group has formed around re-examining the self-assessment form, and a workgroup has also formed to evaluate the competing assignments between the self-assessment and the WSQA process.

### **After Action Review**

The group highlighted the following strengths in the meeting:

- Collective feedback on the website
- Handouts
- **DataView Update!**
- Information shared
- Group discussions
- Asking for feedback rather than simply stating the inevitable
- The variety of topics
- Succinct presentations
- Getting a glimpse into Larisa's future-thinking
- Seeing the big picture
- Highlights
- Resources

There were also opportunities for improvement:

- Supply coffee for the group, like the Deputies meeting
- Build a break into the agenda
- Send out feedback questions ahead of time
- Change the room configuration

The meeting adjourned at 4:03 PM.